

INS. A19

WHAT IS CLAIMED IS:

1. In a computer network, a method comprising,
providing an inbox schema, the inbox schema having inbox-related fields arranged into
a content document with defined structures for the fields;
receiving a data access request directed to contact information, the request including
associated identity information; and
in response to the data access request, manipulating at least one set of data in a logical
inbox document that includes data therein according to the associated identity information,
each set of data in the logical inbox document structured to correspond to a field in the content
document.

2. The method of claim 1 wherein manipulating at least one set of data comprises
reading data from at least one field in the logical inbox document.

3. The method of claim 1 wherein manipulating at least one set of data comprises
writing data to at least one field in the logical inbox document.

4. In a computer network, a method comprising,
receiving a request to retrieve inbox data, the request including associated identity
information;
reading from a data store to obtain inbox data based on the associated identity
information;

constructing an inbox document including at least part of the data, the document arranged according to a defined schema for inbox data; and

returning the document in response to the request.

5. The method of claim 4 wherein the schema includes at least one defined field for extending the schema.